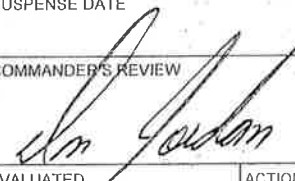


AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

AREA 147	DIVISION Northern	NUMBER 2
EVALUATED BY J. Gillespie, #13979		DATE 05/12/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box: If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 5/15/08
<input type="checkbox"/> Correction Report BY		EVALUATED 5-12-08	ACTION REQUIRED CORRECTED

1. AREA STANDARD OPERATING PROCEDURES (SOP)

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? Area employees read the SOP upon reporting to the facility. Any changes made to the SOP are briefed to keep employees current.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? Copies in Lieutenant's office, clerical office, enforcement office, also, Area SOP is available for review on the LAN system. All employees have read-only access to the copy on the LAN system.

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? Sergeants

(13) How often is SOP reviewed/updated? Quarterly

(a) Is a suspense system in place? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES

EVALUATED

5-12-08

ACTION REQUIRED

No

CORRECTED

N/A

- a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing items, email

3. LIMITED DUTY ASSIGNMENTS

EVALUATED

5-12-08

ACTION REQUIRED

No

CORRECTED

N/A

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

- b. What types of duties are assigned to those on limited duty? Operate scalehead, phones, assist clerical, other miscellaneous non-enforcement duties that may arise and are consistent with the employee's restrictions

- c. How many employees are currently on limited duty status? 1

4. OTHER PROCEDURES

EVALUATED

5-12-08

ACTION REQUIRED

No

CORRECTED

N/A

- a. What methods does Area use to report highway defects? Direct communication with CalTrans.

- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

- (1) What procedure is followed for receiving citizen's complaints? Refer complainant to a supervisor, if no supervisor OIC provides complainant with CHP 240B/D if issue can't be resolved on site.

- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

- (3) Are complaints classified properly? ☒ Yes ☐ No

- (4) What are the most common errors in complaint investigations? The most common errors in complaint investigations are typographical errors.

- c. What procedure is in place to handle traffic complaints? DGIF contacts CHP dispatch and notifies the local area office for further follow-up.

- d. How are employee absences reported/verified? Employees are directed to advise their immediate supervisor of an absence. Medical verification by a doctor is provided if/when needed.

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- f. How are cameras assigned? Cameras are kept in a locked closet. A sign-out/in sheet is utilized when cameras are accessed.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital, 35mm, polaroid

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? N/A, Mt. Shasta Area is responsible for ambulance/tow truck inspections in this area.

(1) Are inspections up-to-date?

N/A

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

N/A

☐ Yes ☐ No

(3) Are random inspections conducted?

N/A

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

N/A

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Personnel telephone numbers and address are not released. They are made available to necessary personnel on an as-needed basis only.

(2) Who regularly receives Area rosters? Supervisors, Yreka Dispatch, Special Duty Officer, LAN Coordinator

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Special Duty Officer, Sergeants.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Supervisors verbally communicate pertinent information. Briefing books and MIS messages are kept in an area accessible by all employees to view on a daily basis.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? Sergeants

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? All reports are directly reviewed by sergeants. Sergeants notify the commander of report quality, if necessary.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No(1) Are these controls effective? ☒ Yes ☐ No(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? Sergeants, Commander

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? Special Duty Officer

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No(a) Is CTO held within proper limits? ☒ Yes ☐ No(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No(d) Is the MAR signed by the commander? ☒ Yes ☐ No

CH. 2

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

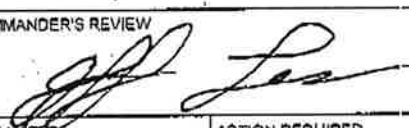
AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA Mount Shasta 146	DIVISION	NUMBER
EVALUATED BY Act. Sgt. P. Loversen		DATE 06/09/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 6-9-08
<input type="checkbox"/> Correction Report BY _____			

1. AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED 06/09/2008	ACTION REQUIRED	CORRECTED
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a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☐ Yes ☒ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? SOP review required of all newly assigned officers. All revisions briefed to Area personnel.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? Newly revised Area SOP is available to Area personnel on Intranet and Area SOP binders.

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? Revisions are assigned to the Area supervisor tasked with SOP responsibilities.

(13) How often is SOP reviewed/updated? The SOP is reviewed/updated annually. In addition, the SOP is updated as the need arises.

(a) Is a suspense system in place? ☒ Yes ☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED 06/09/2008	ACTION REQUIRED	CORRECTED
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- a. Other methods utilized by commander to provide written instructions to Area personnel? The Area's briefing book is utilized by the commander to provide written instructions to Area personnel.

3. LIMITED DUTY ASSIGNMENTS	EVALUATED 06/09/2008	ACTION REQUIRED	CORRECTED
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- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No
- b. What types of duties are assigned to those on limited duty? Employees assigned to Limited Duty status are assigned clerical and non-enforcement tasks as directed by their physician
- c. How many employees are currently on limited duty status? Three employees.

4. OTHER PROCEDURES	EVALUATED 06/09/2008	ACTION REQUIRED	CORRECTED
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- a. What methods does Area use to report highway defects? Please refer to the attached narrative
- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No
- (1) What procedure is followed for receiving citizen's complaints? Please refer to the attached narrative.
- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No
- (3) Are complaints classified properly? ☒ Yes ☐ No
- (4) What are the most common errors in complaint investigations? There were no errors found during this review.

- c. What procedure is in place to handle traffic complaints? Please refer to the attached narrative.

- d. How are employee absences reported/verified? All STD 634's are reviewed monthly by the commander or his designee. If abuse is suspected, a supervisor is assigned to monitor sick leave by personal visits, or requiring written confirmation from a physician.

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- f. How are cameras assigned? The supervisor's patrol vehicle is assigned a camera. Additional cameras are maintained with the "PAS" device and are utilized daily by field personnel

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? One of the Area's two special duty officers is responsible for ambulance and tow operations/inspections.

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? The special duty officer will prepare a briefing item for the Area's officers and fax a copy of the briefing item to the Yreka Communications Center for their information.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Employee home addresses and telephone numbers are not released to non-CHP employees.

(2) Who regularly receives Area rosters? The Area roster is available only through Area supervisors/managers.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? The commander or an Area supervisor will inspect and/or dispose of unserviceable items.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? The returning employee is required to review the Area briefing book for items that may have been submitted during their absence.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? The Area supervisors and the appropriate special duty

officer is responsible for review and approval for all reports submitted by field officers.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? By daily review and/or notification by the appropriate special duty officer.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? Area supervisors.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? Area court officer. Logs are reviewed quarterly by the appropriate supervisor.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No

COMMENTS:

4.a Hazardous defects are reported to Caltrans or the County Road Department immediately via the Yreka Communication Center. Other defects are reported to the appropriate agency for correction at a later date.

4.b(1) Citizens requesting to file a complaint are provided a CHP 240B and referred to the on-duty supervisor. If a supervisor is unavailable, information is obtained for follow-up by a supervisor. The complaint is subsequently assigned to a supervisor by the Area commander.

4.c The Area maintains a traffic complaint log. Each complaint is assigned a number, then assigned to an Area officer for investigation. The officer will investigate the complaint indicating the dates and times of observation/investigation. If the officer is unable to resolve the complaint, it is returned to an Area supervisor for reassignment. Normally, complaints are assigned to officers for investigation on at least three different occasions. When the complaint is resolved, it is documented and retained at Area.

Department of California Highway Patrol
AREA MANAGEMENT EVALUATION
 Chapter 2
 AREA PROCEDURES AND LOCAL ORDERS

Area
120

Division
101
Northern

Number
120

Evaluated By : Sgt. S. Hablitzel

Date 6/23/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation

☐ Formal

☒ Informal

Suspense Date

Follow-up Required

☐ Correction Report

☐ Yes ☒ No

by _____

Commander's Review

Date

1. AREA STANDARD OPERATING PROCEDURES (SOP)

Evaluated

☒

Action Required

☐

Corrected

☐

a. Does SOP contain only local procedures essential to Area?

☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP?

☐ Yes ☒ No

c. SOP available for review?

☒ Yes ☐ No

(1) Is it current?

☒ Yes ☐ No

(2) Are orders necessary?

☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy?

☒ Yes ☐ No

(4) Conflict between SOP and departmental policy?

☐ Yes ☒ No

(5) Orders clear and concise?

☒ Yes ☐ No

(6) Is table of contents current/effective?

☒ Yes ☐ No

(7) Logical division of material?

☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP?

Newly arrived personnel to Area do a complete review and sign off as having read.

(9) Effective numbering and index system?

☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names?

☒ Yes ☐ No

(11) How are SOPs distributed? Area has one library copy and an electronic computer copy

saved for review by personnel. Items are briefed and added to the SOP as they occur.

a. Are they readily available?

☒ Yes ☐ No

(12) Who is responsible for review/revision? Supervisor and Area officer. Changes

are after concurrence by the Area Commander.

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

(13) How often is SOP reviewed/updated?

Annually or as new items dictate. Revision dates are indicated for items affected.

(a) Is a suspense system in place?

☒ Yes ☐ No

2. LOCAL DIRECTIVES

Evaluated

☒

Action Required

☐

Corrected

☐

a. Other methods utilized by commander to provide written instructions to Area personnel?

Directives to Area Supervisors, E-mail and/or Area briefing book instructions.

3. LIMITED DUTY ASSIGNMENTS

Evaluated

☒

Action Required

☐

Corrected

☐

a. Commander and staff aware of contents of HPM 10.7, Chapter 9, relating to limited duty?

☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty?

See Narrative, Page 5, number 3.

c. How many employees are currently on limited duty status? None.

4. OTHER PROCEDURES

Evaluated

☒

Action Required

☐

Corrected

☐

a. What methods does Area use to report highway defects?

See Narrative, Page 5, number 4 (a).

b. Are Area personnel aware of procedures in HPM 10.4?

☒ Yes ☐ No

(1) What procedure is followed for accepting citizen's complaints? Area follows procedures

in H.P.M. 10.4., in addition, CHP (poster) 752 is posted in the front lobby.

(2) Is there a system to identify complaint-generating behavior?

☒ Yes ☐ No

(3) Are complaints classified properly?

☒ Yes ☐ No

(4) What are most common errors in complaint investigations? None have been identified.

Area Supervisors closely follow procedures, directives and examples in H.P.M. 10.4.

c. What procedure is in place to handle traffic complaints?

Area utilizes a complaint log with follow-up sheets assigned during briefings.

d. How are employee absences accepted/verified? Absences are documented in the Sergeants log and marked in red pen on the master shedule.

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

e. Is there a central listing of approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? Supervisors keep a digital camera in the Sergeants vehicle.

Cameras are maintained in the Sergeants office and assigned as needed or requested.

(1) What type(s) of cameras are used? Area has one (1) Digital camera, four (4) 35 mm cameras and one (1) Poloroid.

(2) Are photos in file of good quality? ☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections?

An officer is assigned this as a secondary duty with Sergeant Supervision.

(1) Are inspections up-to-date? ☒ Yes ☐ No

(2) Is responsible employee knowledgeable in policies and regulations? ☒ Yes ☐ No

(3) Are random inspections conducted? ☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Chapter 7? ☒ Yes ☐ No

(5) How are officers and Communications Operators advised of tow trucks/ambulances that are removed from service?

This information is updated and disseminated to officers and staff by a briefing item and Email.

Communication Operators (dispatch) is notified by telephone

h. Is there security for Area personnel rosters? ☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses?

All phone numbers and addresses are handled as confidential. This is addressed in Area

S.O.P., Chapter 30.

(2) Who regularly receives Area rosters? Humboldt Communications Center and Area staff.

i. Has the Area established proper employer/employee relations? ☒ Yes ☐ No

(1) Does commander show personal interest in dealing with the representative? ☒ Yes ☐ No

(2) Is there a bulletin board for employee association items? ☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced? ☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Sergeants under direction of HPM 73.5, Chapter 12, and with final approval by the Commander.

(2) If appropriate, are damages collected? ☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs? ☒ Yes ☐ No

l. Is the Squad Club in compliance with departmental policy and other mandated requirements concerning records and accountability? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Area employs a sign off sheet (CHP 160, Briefing Item). Employees are required to update themselves as to any updated information and read all missed briefing items.

n. Who is responsible for the review of reports submitted by field officers? Supervisors, special duty accident review officers and in certain cases, the Area Commander will review reports.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? Personal review and comment either in writing, in person or

by Email.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining agreements?

☒ Yes ☐ No

(3) Are CHP 415s complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? Area Supervisors.

(5) Are CHP 90s completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in completing CHP 415s?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs? Clerical staff.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the MAR agree with CHP 415s?

☒ Yes ☐ No

(c) Do all CHP 415s have supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No

5. COMMENTS

See attached narratives, pages 5 through 7.

**CHAPTER 2 INSPECTION
CRESCENT CITY AREA
PAGE 5**

1. AREA STANDARD OPERATING PROCEDURES (SOP).

The Area SOP is reviewed as an ongoing process and adequately addresses the needs of the office. A complete review of the entire Crescent City Area SOP was conducted in May, 2007. Updates and revisions are current with revision dates listed for those areas addressed. Revisions and updates are the responsibility of an assigned Supervisor and primary and secondary field officers. The SOP also addresses general law enforcement response guidelines. The Area SOP is stored on the LAN fileservier system utilizing "Word".

1. c (8). Any new or revised SOP is briefed and discussed with all personnel. Each officer is signed off to ensure they are familiar with the contents.

2. LOCAL DIRECTIVES

Local directives from the Commander or Supervisors are placed in the Area briefing book. The briefing book is divided by month and year, with each month having a numbered index page. Briefing items have an individual sign off sheet. Employees are either personally briefed or responsible for reading and acknowledging all items placed in the briefing book. Supervisors are responsible for verifying all personnel receive new items and written instructions from the Commander. Secondary methods for providing information are through use of Department E-mail, Area informational bulletin boards, and the officer's in-box.

Area actively participates in SROVT. SROVT items are placed in a binder in the briefing room and read at all briefings. A sign off page is maintained for each shift instructed in SROVT.

3. LIMITED DUTY ASSIGNMENTS.

There are currently no employees on limited duty. Area Supervisors fully understand limited duty procedures, medical documentation and the Management Information System reporting procedures.

4. OTHER PROCEDURES.

- (a) **Road Deficiencies.** Road deficiencies or signing problems are handled directly with the County or State department responsible for maintenance and engineering. Notifications are made for immediate action through Area personnel or Humboldt dispatch.
- (b) **Citizens' Complaints-** Area complies with procedures contained in HPM 10.4 and follows policy in accepting citizen complaints.

**CHAPTER 2 INSPECTION
CRESCENT CITY AREA
PAGE 6**

- (c) **Citizens' Complaints- Traffic.** Traffic complaints are accepted in person, in writing or over the telephone. Area utilizes the Northern Division traffic complaint form to document traffic complaints and request for patrol and service. A control number is assigned to the complaint to track enforcement action. The complaint is placed in the traffic complaint binder and assigned to a beat officer by a sergeant. Follow-up is continued as needed.
- (d) **Absences.** Absences are documented in the Sergeant's log and marked in red pen on the master calendar. Employees are required by SOP to contact a supervisor if they are unable to report for duty. If there is no supervisor on duty, the employee is required to contact the on call Sergeant. A review of the annual sick leave usage indicates this program is effective in controlling abuse of the sick leave system.
- (e) **Outside Employment.** Secondary employment files are located in the front of the command personnel file. At the present time four (4) employees have secondary employment request on file. Supervisors are aware of requirements of the Personnel Transaction Manual, HPM. 10.3, Chapter 14.
- (f) **Cameras.** A sufficient number of cameras are available for beat units. One (1) camera is permanently maintained in the Sergeants vehicle. A pre-assigned officer is responsible for monthly maintenance of the cameras in Area.
- (g) **Ambulances and Tow Truck Policy.** Ambulance inspections are handled by an Area field support officer. There are currently two ambulance companies based in the County.

The tow truck program is handled by a field support officer. If any tow or ambulance business is removed from service, Area personnel are notified by a briefing item. Humboldt dispatch is personally notified for their records.
- (h) **Security of Telephone Numbers.** Area has an SOP that complies with HPM 40.4, Information Security and Administrative Manual, and HPM 11.1, Administrative Procedures Manual. Area telephone and address rosters are secured in a locked cabinet or secure container at all times and not open to the public. Personnel have been briefed as to the confidentiality of this material. All old or outdated rosters and work product are destroyed by cross shredding.
- (i) **Employee Relations.** The vacation sign-up procedure is reviewed annually to ensure reasonable availability of slots as well as providing operational needs. The Area CAHP representative is involved in pre-sign up discussion or contemplated changes to existing procedures.
- (j) **Uniform Claims.** Any damaged uniform or equipment item is examined by a Supervisor prior to being cleaned, repaired or replaced. A claim is submitted and the Commander reviews any claim and will give approval or deny the claim.

CHAPTER 2 INSPECTION
CRESCENT CITY AREA
PAGE 7

- (k) **Vacation Policy.** Vacation scheduling is addressed in Area SOP, chapter 11. Area SOP addresses operational needs of the Department and employee request.
- (l) **Club Funds.** Currently, there is no established squad club for the Crescent City Area. Activities are arranged informally and needed funds are collected in cash for each activity. There are no vending machines in the office. Coffee and soft drinks are purchased and sold for the cost of the beverage. A Supervisor, primary officer and secondary officer are in charge of coffee fees collected. The Commander and Supervisors are aware of Department policy relating to squad clubs.
- (m) **Accountability for Directives.** Directives are handled by briefing items as discussed in sections 1 and 2 above.
- (n) **Report Review Directives.** The Sergeants review daily activity forms; all arrest reports, and all injury accident reports. The Commander reviews all felony investigations, fatal investigations, and major incidents. The field support officer is the primary reviewer of all collision reports. Identified deficiencies are discussed with a Supervisor and/or officer involved for appropriate follow-up or correction.
- (o) **Overtime Control.** Sergeants review and approve all requests for overtime. Call off procedures are maintained for court cases. Out of area court cases are arranged by a Supervisor. The Commander reviews monthly attendance and overtime reports.

Memorandum

Date: June 23, 2008

To: Northern Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Crescent City Area

File No.: 120.clerical.009211.Chapter Inspection

Subject: CHAPTER 2, AREA PROCEDURES AND LOCAL ORDERS – HPG 22.1

Sergeant S. Hablitzel, ID 9211, of the Crescent City Area command has completed an informal Area Procedures and Local Orders Inspection for the Crescent City Area for the second quarter of this year. Attached is the results documented on CHP 453B, Area Management Evaluation. Any questions may be directed to me at (707) 464-3117.


JOE MCENULTY, Lieutenant
Commander


Attachment

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA Cottonwood I.F.	DIVISION Northern	NUMBER 131
EVALUATED BY V. Zambrana / Sergeant / #12435		DATE 06/30/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW  DATE 06/30/2008	<input type="checkbox"/> Correction Report BY _____

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED 6/30/08	ACTION REQUIRED	CORRECTED
----------------------	-----------------	-----------

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? The SOP is a reading assignment for all employees who transfer into CIF. All new SOP items are briefed accordingly.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? The SOP is available to all employees on the local area network (LAN).

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? CIF sergeants have the primary responsibility for review/revision of the local SOP.

(13) How often is SOP reviewed/updated? Annually - unless additional needs are identified.

(a) Is a suspense system in place? ☒ Yes ☐ No

7-1-08

2. LOCAL DIRECTIVES

EVALUATED

6/30/08

ACTION REQUIRED

CORRECTED

- a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing items, broadcast emails, and the employee information bulletin board.

3. LIMITED DUTY ASSIGNMENTS

EVALUATED

6/30/08

ACTION REQUIRED

CORRECTED

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No
- b. What types of duties are assigned to those on limited duty? Assist with clerical/front office, Special Duty assist (records/files), and, if appropriate, front counter Level 3 commercial vehicle inspections.
- c. How many employees are currently on limited duty status? 2

4. OTHER PROCEDURES

EVALUATED

6/30/08

ACTION REQUIRED

CORRECTED

- a. What methods does Area use to report highway defects? Highway defects identified on CIF property are reported directly to Caltrans. CIF is a Caltrans-owned facility.
- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No
- (1) What procedure is followed for receiving citizen's complaints? Sergeants/OIC's accept the initial call/report. Procedures in HPM 10.4 are followed.
- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No
- (3) Are complaints classified properly? ☒ Yes ☐ No
- (4) What are the most common errors in complaint investigations? No common errors were identified.

- c. What procedure is in place to handle traffic complaints? Since CIF does not have patrol responsibility, traffic complaints are referred to the appropriate surrounding Area (Redding or Red Bluff).

- d. How are employee absences reported/verified? SOP requires available/on-call supervisor to be notified. Questionable use of leave credits may require documentation from a physician.

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- f. How are cameras assigned? Since CIF is a fixed-facility, cameras are stored in a cabinet in the front office. They are accessible to all employees at all times.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital, 35mm, and Polaroid.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? Not Applicable.

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Personal telephone numbers and addresses are not to be released without employee's permission.

(2) Who regularly receives Area rosters? All employees.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Area sergeants.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Employees returning from extended absences are directed to review the Briefing Book to bring them up-to-date on current directives. Information Bulletins and Management Memorandums are placed in all employees' mailboxes for review.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? Sergeants review all reports.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes☐ No

(a) How is this accomplished? Supervisors review all reports.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes☐ No

(1) Are these controls effective?

☒ Yes☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes☐ No

(4) Who may authorize overtime? Supervisors and OIC's.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes☐ No

(7) Who maintains court and subpoena logs? Logs are maintained by the Office Assistant and Court Sergeant.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes☐ No

(a) Is CTO held within proper limits?

☒ Yes☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes☐ No

(d) Is the MAR signed by the commander?

☒ Yes☐ No

Memorandum

Date: June 12, 2008


To: Northern Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Susanville Area

File No.: 140.10147.10823

Subject: CHAPTER 2 MANAGEMENT EVALUATION OF AREA PROCEDURES
AND LOCAL ORDERS

On June 12, 2008, Susanville Area conducted a Management Evaluation of Area Procedures and Local Orders. The inspection is attached for your review. No items requiring corrective action were identified.



W. E. LIBAND, Lieutenant
Commander

Safety, Service, and Security

Department of California Highway Patrol
AREA MANAGEMENT EVALUATION
 Chapter 2
 AREA PROCEDURES AND LOCAL ORDERS

Area
 Susanville

Division
 Northern

Number
 140

Evaluated By Sgt. R. Washabaugh

Date 06/11/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation

☐ Formal

☒ Informal

Suspense Date

Follow-up Required

☐ Correction Report

☐ Yes ☒ No

by _____

Commander's Review

Date

1. AREA STANDARD OPERATING PROCEDURES (SOP)

Evaluated
☒

Action Required
☐

Corrected
☐

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? Refer to comments section.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? refer to comments section.

a. Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? Refer to comments section.

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

(13) How often is SOP reviewed/updated? Refer to comments section.

(a) Is a suspense system in place?

☒ Yes ☐ No

2. LOCAL DIRECTIVES

Evaluated

☒

Action Required

☐

Corrected

☐

a. Other methods utilized by commander to provide written instructions to Area personnel?

Refer to comments section.

3. LIMITED DUTY ASSIGNMENTS

Evaluated

☒

Action Required

☐

Corrected

☐

a. Commander and staff aware of contents of HPM 10.7, Chapter 9, relating to limited duty?

☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? Refer to comments section.

c. How many employees are currently on limited duty status? Refer to comments section.

4. OTHER PROCEDURES

Evaluated

☒

Action Required

☐

Corrected

☐

a. What methods does Area use to report highway defects? Refer to comments section.

b. Are Area personnel aware of procedures in HPM 10.4?

☒ Yes ☐ No

(1) What procedure is followed for accepting citizen's complaints? Refer to comments section.

(2) Is there a system to identify complaint-generating behavior?

☒ Yes ☐ No

(3) Are complaints classified properly?

☒ Yes ☐ No

(4) What are most common errors in complaint investigations? Refer to comments section.

c. What procedure is in place to handle traffic complaints? Refer to comments section.

d. How are employee absences accepted/verified? Refer to comments section.

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

e. Is there a central listing of approved secondary employment requests?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Are supervisors aware of regulations in HPM 10.3, Chapter 14?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
f. How are cameras assigned? Refer to comments section.		
(1) What type(s) of cameras are used? Refer to comments section.		
(2) Are photos in file of good quality?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
g. Who is responsible for ambulance/tow truck inspections? Refer to comments section.		
(1) Are inspections up-to-date?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Is responsible employee knowledgeable in policies and regulations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>
No		
(3) Are random inspections conducted?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>
No		
(4) Is Area in compliance with HPM 81.2, Chapter 7?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) How are officers and Communications Operators advised of tow trucks/ambulances that are removed from service? Refer to comments section.		
h. Is there security for Area personnel rosters?		
	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) What is Area policy regarding the release of personal telephone numbers and addresses?		
Refer to comments section.		
(2) Who regularly receives Area rosters? Refer to comments section.		
i. Has the Area established proper employer/employee relations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does commander show personal interest in dealing with the representative?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Is there a bulletin board for employee association items?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
j. Are damaged uniform articles inspected and repaired/replaced?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Who coordinates inspection and/or disposal of unserviceable items? Refer to comments section.		
(2) If appropriate, are damages collected?		
	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
k. Are vacation slots consistent with Area operational needs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
l. Is the Squad Club in compliance with departmental policy and other mandated requirements concerning records and accountability?		
	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

m. Is there a system in place to ensure accountability for directives? ☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Refer to comments section.

n. Who is responsible for the review of reports submitted by field officers? Refer to comments section.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? Refer to comments section.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining agreements? ☒ Yes ☐ No

(3) Are CHP 415s complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? Refer to comments section.

(5) Are CHP 90s completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in completing CHP 415s? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? Refer to comments section.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the MAR agree with CHP 415s? ☒ Yes ☐ No

(c) Do all CHP 415s have supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

COMMENTS

Section 1, paragraph c.(8): Upon transferring into the Susanville Area, officers are required to read the Area Standard Operating Procedures (S.O.P.) and sign a memo stating they have done so. The memo is placed in each officers personnel folder.

Section 1, paragraph c. (11): The Susanville Area S.O.P. is online and available to all Area personnel in a read-only format.

Section 1, paragraph c. (12): Sergeant A. Goulding is responsible for revision and the S.O.P. The Area S.O.P. is currently under revision as this chapter inspection is taking place.

Section 1, paragraph c. (13): The Area S.O.P. is updated as needed and reviewed annually.

Section 2, paragraph a: Directives are contained in briefing items, which are then incorporated into Area S.O.P.

Section 3, paragraph b: The Area has no employees currently on limited duty status. When employees request limited duty status, based on the Area Commanders discretion, the employee will be assigned special projects or assist with special duty assignments within the limitations allowed by the employees physician.

Section 4, paragraph a: Susanville Area officers notify the appropriate Caltrans superintendent or field supervisor as soon as possible when any highway defect or condition exists of questionable condition or when corrective action is needed.

Section 4, paragraph b. (1): Complaints received in person or via telephone are referred to an Area supervisor, who will interview the complainant and complete a CHP Form 240. If an Area supervisor is not available, the employee receiving the complaint completes the CHP Form 240 and, as soon as practicable, refers the complaint to an Area supervisor for evaluation and required action.

Section 4, paragraph b. (4): With the exception of minor proofreading errors, most complaint investigations are submitted error free.

Section 4, paragraph c: Traffic complaints by citizens are recorded on Northern Division Traffic Complaint Forms and submitted to an Area supervisor for evaluation and assignment. The Area supervisors are responsible for assigning the complaint to a beat officer and tracking the progress and action taken. After follow up is complete, an Area supervisor reviews the complaint to ensure appropriate action has been taken in an attempt to resolve the problem. Upon completion, all documentation is maintained by clerical for one year plus current year.

Section 4, paragraph d: A single STD Form 634 is used for all absences within a pay period. The STD Form 634 is completed by the employee upon his/her return to work. When reporting sick leave via telephone or other means, the employee is required to contact the on-duty or on-call Susanville Area supervisor directly.

Section 4, paragraph f: The Area currently has 13 digital cameras. Five of the digital cameras are assigned to field officers, two are assigned to sergeants, three are assigned to the Area resident post and three are placed in boxes along with preliminary alcohol screening devices of which they are available on an as needed basis.

Section 4, paragraph f. (1): The Area maintains digital cameras and one polaroid.

Section 4, paragraph g: One of the two Area Special Duty officers is assigned to ambulance/tow truck inspections. Currently Officer K. Schwagerl is holding this position. All required inspections are completed on a regular basis and are current.

Section 4, paragraph g. (5): When tow trucks and ambulances are removed from service, officers and communications operators are notified through Area e-mail and briefing items.

Section 4, paragraph h. (1): Area personnel adhere to strict guidelines regarding the release of Departmental employees telephone numbers and addresses. The requestor's contact information is gathered and then given to the Department employee for return contact.

Section 4, paragraph h. (2): The Area roster is limited to one, which is maintained by the OSSI. A single copy is distributed to each employee.

Section 4, paragraph j. (1): Area Sergeants are responsible for conducting daily uniform inspections of officers reporting for duty. Yearly inspections consisting of service weapons, handcuffs, uniforms, etc. are performed and disposal and/or replacement of damaged items are coordinated through the Area Training Officer.

Section 4, paragraph m. (1): Upon returning from extended absences, employees are encouraged to read the Area's Briefing Book to bring themselves up-to-date with recent occurrences and directives.

Section 4, paragraph n: Area sergeants review all daily reports, including arrest reports and fatal traffic collision reports for quality, accuracy and legibility. The Accident Review Officer reviews all traffic collision reports for spelling, grammar, accuracy, and completeness.

Section 4, paragraph n. (1) (a): Supervisors are made aware of superior or deficient reports through the use of the CHP Form 553, Collision Investigation/Report Notice, which is returned to the sergeants for review and filing in the officer's personnel file.

Section 4, paragraph o. (4): Written guidelines for Area overtime usage is contained in the Area S.O.P.

Section 4, paragraph o. (4): Written guidelines for Area overtime usage is contained in the Area S.O.P. The Area Commander or Area supervisors generally are the approving authority for overtime usage, however, if applicable, an Officer-in-charge may approve overtime.

Section 4, paragraph o. (7): A CHP Form 90 is completed for each and every subpoena received for civil court appearances, even if canceled resulting from official duties. The CHP Form 90, related travel expense claims, and the subpoena are submitted to a supervisor within 24 hours of the completion of the appearance or notification of a cancellation. Area clerical personnel then forward the necessary documents to the Accounting Section. Any subpoenas or trial notices for officers served in this office either by mail or in person are given to the Office Services Supervisor so that appropriate copies can be made for sergeants, file, subpoena log, and suspense. All subpoenas are checked for timeliness and proper service by office staff.

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA

Yreka

DIVISION

Northern

NUMBER

145

EVALUATED BY

Shannon Stumbaugh

DATE

05/14/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION

☐ Formal Evaluation☒ Informal Evaluation

SUSPENSE DATE

06/01/2008

FOLLOW-UP REQUIRED

☒ Yes☐ No☐ Correction Report

BY

COMMANDER'S REVIEW

Frank D. Davis Jr.

DATE

6/20/2008

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED

05/14/2008

ACTION REQUIRED

Yes

CORRECTED

a. Does SOP contain only local procedures essential to Area?

☒ Yes☐ No

b. Conflicts between Division SOP and Area SOP?

☐ Yes☒ No

c. SOP available for review?

☒ Yes☐ No

(1) Is it current?

☒ Yes☐ No

(2) Are orders necessary?

☐ Yes☒ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy?

☒ Yes☐ No

(4) Conflict between SOP and departmental policy?

☐ Yes☒ No

(5) Orders clear and concise?

☒ Yes☐ No

(6) Is table of contents current/effective?

☒ Yes☐ No

(7) Logical division of material?

☒ Yes☐ No

(8) What system is used to assure each Area employee has read SOP?

(9) Effective numbering and index system?

☒ Yes☐ No

(10) Position descriptions utilized in place of individual names?

☒ Yes☐ No

(11) How are SOPs distributed? Hard copy in Sergeants office and briefing room. Electronic copy on Area data base.

(a) Are they readily available?

☒ Yes☐ No

(12) Who is responsible for review/revision? Sergeant Stumbaugh

(13) How often is SOP reviewed/updated?

Monthly review and updates.

(a) Is a suspense system in place?

☒ Yes☐ No

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED 05/14/2008	ACTION REQUIRED None	CORRECTED
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a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing items.

3. LIMITED DUTY ASSIGNMENTS	EVALUATED 05/14/2008	ACTION REQUIRED Yes	CORRECTED
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a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? Area SOP needs revision on Limited Duty assignments.

c. How many employees are currently on limited duty status? 1

4. OTHER PROCEDURES	EVALUATED 05/14/2008	ACTION REQUIRED Yes	CORRECTED
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a. What methods does Area use to report highway defects? Officers shall submit a Memorandum to Area addressing the defects/hazards. Chapter 24

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? Notify on duty or on call supervisor.

(2) Is there a system to identify complaint-generating behavior? ☐ Yes ☒ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? Complaint Coding.

c. What procedure is in place to handle traffic complaints? Traffic complaints are documented by dispatch then forwarded to the Sergeants Office. The shift Sergeant will assign an officer to investigate and complete a traffic complaint form that is filed in Sergeants office.

d. How are employee absences reported/verified? Employee notifies on duty or on call supervisor. Supervisor notes absence on master schedule.

e. Is there a central listing of employees with approved secondary employment requests? ☐ Yes ☒ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? Each Officer assigned to a Resident Post is assigned a camera. Area Officers check out a camera during briefing.

(1) What type(s) of cameras are used? Digital and 35 mm.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? Officer Fennell/Officer Roberts

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☒ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Area Tow/Ambulance Officer notifies Area Supervision and Dispatch Supervisors.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? The Area does not permit release of personal telephone numbers and addresses.

(2) Who regularly receives Area rosters? All Area employees.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Sergeant Lawson.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Employee's are sent to the Academy for re-training.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? On duty Sergeant.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes☐ No

(a) How is this accomplished? CHP 35 Correction form.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes☐ No

(1) Are these controls effective?

☒ Yes☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes☐ No

(4) Who may authorize overtime? On duty /on call Supervisor

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes☐ No

(7) Who maintains court and subpoena logs? Officer Landrum.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes☐ No

(a) Is CTO held within proper limits?

☒ Yes☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes☐ No

(d) Is the MAR signed by the commander?

☒ Yes☐ No

Area needs to define duties for employee's that are placed on limited duty.

Area needs to create a system to track and identify complaint generating behavior.

The Yreka Area does not have a squad club.

There was no record of any random ambulance inspections performed. •

M e m o r a n d u m

Date: July 9, 2008

To: Northern Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Yreka Area

File No.: 145.13322.10178

Subject: AREA PROCEDURES AUDIT CORRECTIONS

The following items were identified during an Area Examination of Critical Functions:

1. Area needs to define duties for employee's that are placed on limited duty. The Area SOP was revised to include instructions for injured employees on limited duty status. (Chapter 6).
2. Area needs to create a system to track and identify complaint generating behavior. The Area SOP was revised to include a tracking and suspense system to address common complaint generating behavior. (Chapter 9).
3. Area had no record of any random ambulance inspections performed. The Area SOP was revised to direct the Special Duty Officer assigned ambulance inspections to randomly inspect each ambulance bi-annually. (Chapter 28).
4. The final item addressed the proper recording procedures for the Area Squad Club. The Yreka Area does not currently have a Squad Club. No corrective action was taken.

If you have any question please contact me at (530) 841-6006.



FRANK H. PARRISH JR. Captain
Commander

Safety, Service, and Security

9. COMPLAINTS

Personnel Complaints

Non-supervisory personnel shall direct all personnel complaints to a supervisor. If a supervisor is not available obtain and relay sufficient information so a supervisor can make contact with the complaining party. Supervisors will comply with the HPM 10.4, Chapter 3, for policy/ procedures on handling personnel complaints.

The Area Office Supervisor will review the complaint log quarterly to identify complaint generating behavior. If there is a common trend identified the Office Supervisor will notify the Area Commander. The Office Supervisor will suspense the quarterly inspection.

Citizen Report of Traffic Complaints (Area Form 145-008)

This form is to be used to record a citizen's report of violations (traffic complaints). The employee taking the complaint shall fill in the upper portion of the form, including the nature of the complaint. The complaint form will then be routed to the appropriate shift supervisor.

The shift supervisor will indicate appropriate routing, request documentation, and assign a suspense date approximately ten (10) calendar days in the future. The original form will be routed to the Office Manager for suspense file.

On the suspense date the original form will be routed to the shift supervisor for review and completion. The completed complaint form shall be filed in the "Traffic Complaint" binder located in the Sergeant's office, for future reference.

28. AMBULANCE / TOW VEHICLES

1. Ambulance

Requests for ambulance services shall be routed through the California Department of Forestry. The special duty officer assigned to inspect ambulances will randomly inspect every ambulance bi-annually and record the inspection in the appropriate folder located at the Area office.

2. Tow Vehicles

All provisions and directions of the Tow Service Agreement (TSA) regarding the rotation of tow service request shall be adhered to by uniformed personnel in the field and dispatch personnel. The following delineates local procedures for rotation tow request:

Notwithstanding a special request for a specific tow operator or tow service plan carrier (e.g. AAA, Good Samaritan, etc.) all tow service requests shall be rotated among those rotation tow service operators within the specific tow service zones established by the Area Commander. This would include a multiple vehicle incident at which there is a need for more than one rotation tow service.

Should there be only one rotation operator within the zone from which the call originated, that operator would have first call for all rotation requests in that district that the operator is able to handle in a timely manner. Any calls for service that the operator could not respond to, or handle, would then go to an available rotation tow operator in an a joining tow service zone within that CHP area.

As prescribed by the TSA, nothing in this procedure prohibits an Area Commander or Supervisor from requesting a specific tow service when it is their opinion that the necessary resources to clear a hazard as expeditiously as possible are not available from the tow company currently at the top of the rotation tow list. This provision should be utilized during snow or other emergency operations.

Concerns involving any tow service related problems shall be documented on a memorandum and submitted through channels to the Area Commander.

6. SPECIAL DUTY ASSIGNMENTS/LIMITED DUTY ASSIGNMENTS

The Area Commander shall make all special duty assignments. Generally, assignments to special duty positions and/or functions will be based on the following:

- a. The willingness of the person to perform the task.
- b. The ability of the person to perform the task.
- c. The person's demeanor and appearance.
- d. The individual's past work history and performance.

Any person assigned to a special duty assignment may be removed at the discretion of the Area Commander.

Generally, special duty assignments are four (4) years, assignment to the Siskiyou County-Wide Narcotics Task Force is for three (3) years.


Limited Duty Assignments:

When an employee is placed on a limited duty assignment they will work in the Area Office at the direction of the on duty supervisor. Their assignments will be based on the nature and limitations of their injury. The injured employee's shift will be 0800-1700, Monday thru Friday, unless other arrangements are made with Area management.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

AREA Ukiah	DIVISION Northern	NUMBER 150
EVALUATED BY Sgt. G. J. Francis, #10756		DATE 06/01/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CORRECTION REPORT <input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 06/11/08

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED Yes	ACTION REQUIRED No	CORRECTED
------------------	-----------------------	-----------

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP?

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed?

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision?

(13) How often is SOP reviewed/updated?

(a) Is a suspense system in place? ☐ Yes ☒ No

FILE
6/11/08

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

- a. Other methods utilized by commander to provide written instructions to Area personnel?

3. LIMITED DUTY ASSIGNMENTS	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☐ Yes ☐ No

- b. What types of duties are assigned to those on limited duty?

- c. How many employees are currently on limited duty status?

4. OTHER PROCEDURES	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

- a. What methods does Area use to report highway defects?

- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

- (1) What procedure is followed for receiving citizen's complaints?

- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

- (3) Are complaints classified properly? ☒ Yes ☐ No

- (4) What are the most common errors in complaint investigations?

- c. What procedure is in place to handle traffic complaints?

- d. How are employee absences reported/verified?

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- f. How are cameras assigned?

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used?

(2) Are photos in file of good quality?

☒ Yes

☐ No

g. Who is responsible for ambulance/tow truck inspections?

(1) Are inspections up-to-date?

☒ Yes

☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes

☐ No

(3) Are random inspections conducted?

☒ Yes

☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes

☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

h. Is there security for Area personnel rosters?

☒ Yes

☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses?

(2) Who regularly receives Area rosters?

i. Has the Area established proper employer/employee relations?

☒ Yes

☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes

☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes

☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes

☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items?

(2) If appropriate, are damages collected?

☒ Yes

☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes

☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes

☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes

☐ No

(1) How are employees returning from extended absences provided updated information from directives?

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers?

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes

☐ No

(a) How is this accomplished?

o. Does Area have written guidelines for overtime usage and control?

☒ Yes

☐ No

(1) Are these controls effective?

☒ Yes

☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes

☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes

☐ No

(4) Who may authorize overtime?

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes

☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes

☐ No

(7) Who maintains court and subpoena logs?

(8) Are local controls sufficient to properly manage overtime?

☒ Yes

☐ No

(a) Is CTO held within proper limits?

☒ Yes

☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes

☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes

☐ No

(d) Is the MAR signed by the commander?

☒ Yes

☐ No

AREA MANAGEMENT EVALUATION

Chapter 2

AREA PROCEDURES AND LOCAL ORDERS

1. c. (1) The Area's Standard Operating Procedures are current and revisions are ongoing. The last completed revision was February 2, 2008.

1. c. (8) Newly assigned personnel are provided access to the Area SOP for review by the sergeant providing orientation. Additionally, there is access to copies of the Area SOP for Uniformed personnel, Clerical personnel and Communications Center personnel at all times in the work location.

1. c. (11) Currently, 9 copies of the Area SOP are distributed as follows: (1 copy) Area Commander, (4 copies) Administrative and Field Sergeants, (1 master copy) Clerical OSS-I, (1 copy) Resident Post Officers, (1 copy) Communications Center Public Safety Dispatchers and (1 copy) Area Field Officers.

1. c. (12) Resident Post Sergeant Gregory J. Francis, #10756, is the Area SOP coordinator. The Area Commander assigns specific supervisors to complete revisions as necessary. The revisions are forwarded to Sergeant Francis for final preparation and inclusion in the Area SOP.

1. c. (13) (a) The Area SOP is periodically by the Area Administration at Area Staff Meetings. Updates and revisions are ongoing and replicate the method used by the Department to update manuals and guides. To date, no suspense system is necessary. However, the Area Commander suspense's emails to remind of needed updates or annual review.

2. a. The Commander utilizes memoranda and briefing items.

3. b. Special Duty/Clerical or Communications Center duties are included.

3. c. Currently, there are three personnel on limited duty. Two are assisting with Special Duty/Clerical duties and the third in the Communications Center.

4. a. Officers observing highway defects that require immediate attention contact the Area Communications Center to advise the agency having jurisdiction for maintaining the highway (Cal Trans, County Road Department, etc.). Officers observing potential highway problems complete a memorandum to Area. The Area Commander then advises the appropriate agency.

4. b. (1) If the Area receives a complaint, management is notified, determines if a Citizen's Complaint exists. The information is passed along to the Area Commander who in turn will assign the complaint to an investigator.

4. b. (2) On a quarterly basis, Adverse Actions are discussed with Area personnel. Field supervisors evaluate officers in the field and are alert for complaint causing behavior.

4. b. (4) Grammatical errors and/or omissions. Wording.

4. c. Traffic complaints that are received at the Area are documented on an Area Traffic Complaint Form, which was developed by Northern Division, and the complaint is then logged by Special Duty and returned to the field supervisors for assignment. Traffic complaints are routinely assigned to officers three (3) times.

AREA MANAGEMENT EVALUATION

Chapter 2

AREA PROCEDURES AND LOCAL ORDERS

4. d. On duty supervisors, when advised of an employee's absence, contact the employee for clarification of the absence.

4. f. Field sergeants carry a 35 mm and Polaroid camera. 35 mm cameras are assigned to Area beat units. All Area resident post officers carry state owned 35 mm cameras and either have personally purchased and carry Polaroid cameras or have access to one state issued Polaroid camera at the Fort Bragg Resident Post facility. One digital camera is available for use by trained personnel and is housed at the Ukiah Area office.

4. f. (1) 35 mm, Polaroid, and digital cameras.

4. g. Special Duty officers are responsible for ambulance and tow truck inspections. Currently Officer Randy M. England, #15172, is responsible for tow truck inspections, while Officer Marian T. Holcomb, #12703, is responsible for ambulance inspections.

4. g. (5) Ambulances and tow trucks that are removed from service are identified by the respective Special Duty officer. E-mails and briefing items are provided to all employees to ensure they are aware of the removal from service.

4. h. (1) Area does not release personal telephone numbers or addresses to individuals who are not affiliated with the Area or Division Command.

4. h. (2) Updated Area Rosters are provided to all Area personnel via computer access. Printed copies are maintained in security files.

4. i. The Commander routinely meets with the Area representative for Unit 5. Currently there is no local Area representative for Unit 7. The Unit 5 Area representative is invited to Area staff meetings.

4. j. Area Administrative Sergeant David I. Tafel, #12222, coordinates the inspection and repair/replacement of damaged items.

4. l. The Commander meets with key members of the Squad Club to discuss squad club operations. Discussions covered the use of squad club operations guide, finances, Christmas parties and the prohibition on accepting or soliciting donations from regulated entities such as tow operators, ambulance, trucking companies, etceteras.

4. m. All directives are routed to required personnel. The Area maintains a Briefing Book and new directives are briefed by the supervisors. In line, briefing items and new directives are forwarded to all resident post personnel.

4. m. (1) Employees returning from absences are responsible to re-familiarize themselves with all briefing items, the Area SOP, and all directives, etceteras, that have been placed in their pigeon holes.

4. n. Special Duty Officers assigned to accident review routinely review collision reports. Sergeants review and approve all felony and misdemeanor arrest reports. Additionally, both Special Duty and Sergeants review major injury/fatality collision reports. The Area Commander

AREA MANAGEMENT EVALUATION

Chapter 2

AREA PROCEDURES AND LOCAL ORDERS

completes final review of all major cases prepared for prosecution and all fatality reports before release.

4. o. (4) Overtime is only authorized by a supervisor and outside of grant or reimbursable funding, authorization for use of overtime is frugal given the financial condition of the State. Therefore, an operational need must exist for approval.

Sergeants and OICs may authorize the usage of overtime; however sergeants may only sign officers CHP Form 415 for overtime compensation.

4. o. (5) Additional procedures have been implemented to ensure form 90's are completed and submitted within 48 hrs after appearance. Once a subpoena is accepted and served, a copy is placed in a suspense file kept by the clerical supervisor and then routed to a sergeant on the appearance date to ensure it is submitted.

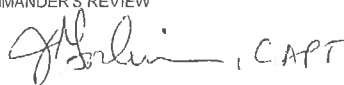
4. o. (7) Office Assistant II Natalie Grow, #A10172, completes and maintains court and subpoena logs.

4. o. (8) The Area Commander strongly monitors overtime usage and initiates control to best manage it. Non-uniformed overtime in the Communication Center has been limited to backfill staffing at only the busiest hours, while a regular duty Dispatcher remains on duty alone during the least busy hours. Grant overtime is strategically used to fill uniformed backfills or special enforcement deployments, prior to authorization of any Area overtime usage. The Captain and Supervisors review the monthly leave balances report to monitor CTO accumulation to ensure limits are not exceeded. Since the computerization of the CHP 415 document all 415s are reviewed by a supervisor and electronically signed and processed into the MIS system. The Area Commander routinely reviews and signs the MAR.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

AREA Redding	DIVISION NORTHERN	NUMBER 135
EVALUATED BY Sergeant W.T. East, ID 9618		DATE 05/22/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 5/26/08
1. AREA STANDARD OPERATING PROCEDURES (SOP)		EVALUATED 05/22/2008	ACTION REQUIRED No CORRECTED

- | | |
|---|---|
| a. Does SOP contain only local procedures essential to Area? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Conflicts between Division SOP and Area SOP? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| c. SOP available for review? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Is it current? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are orders necessary? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Does SOP provide reference to, yet avoid duplication of departmental policy? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Conflict between SOP and departmental policy? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (5) Orders clear and concise? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Is table of contents current/effective? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Logical division of material? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) What system is used to assure each Area employee has read SOP? Each employee is required to review the SOP upon transfer into the Redding Area. All revisions are reviewed during training days. | |
| (9) Effective numbering and index system? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Position descriptions utilized in place of individual names? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (11) How are SOPs distributed? The SOP is placed in the Command library, Sergeant's Office, briefing room, communication center, communication supervisors office, and the clerical unit. | |
| (a) Are they readily available? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (12) Who is responsible for review/revision? The Administrative Sergeant and Field Operation Officer are responsible for the review and/or revisions. | |
| (13) How often is SOP reviewed/updated? Annually, or as needed to address policy/procedure changes. | |
| (a) Is a suspense system in place? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES

EVALUATED

05/22/2008

ACTION REQUIRED

No

CORRECTED

- a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing items, Management Memorandums, and Information Bulletins.

3. LIMITED DUTY ASSIGNMENTS

EVALUATED

05/22/2008

ACTION REQUIRED

No

CORRECTED

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No
- b. What types of duties are assigned to those on limited duty? Scheduling, overtime allocations, filing of special project paperwork, Chapter Inspections, general staff work as needed.
- c. How many employees are currently on limited duty status? 2

4. OTHER PROCEDURES

EVALUATED

05/22/2008

ACTION REQUIRED

No

CORRECTED

- a. What methods does Area use to report highway defects? CHIN, TMC, Redding Communication Center dispatch to Caltrans, supervisor notifications, and Area Commander notifications.
- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No
- (1) What procedure is followed for receiving citizen's complaints? The policy contained in HPM 10.4.
- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No
- (3) Are complaints classified properly? ☒ Yes ☐ No
- (4) What are the most common errors in complaint investigations? Commas.
- c. What procedure is in place to handle traffic complaints? Redding Area has a Special Enforcement Unit which immediately handles all traffic complaints. The Traffic Complaint database has been in place for 8 years.
- d. How are employee absences reported/verified? Review of Std 634 reports. Confirming phone calls or visits if the absence is questionable.
- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No
- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No
- f. How are cameras assigned? They are assigned to the individual officer or sergeant.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? 35mm and personal owned digital cameras.

(2) Are photos in file of good quality?

☒ Yes☐ No

g. Who is responsible for ambulance/tow truck inspections? The Tow/Ambulance officer.

(1) Are inspections up-to-date?

☒ Yes☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes☐ No

(3) Are random inspections conducted?

☒ Yes☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? The communication center and the field personnel are notified in writing and E-mail.

h. Is there security for Area personnel rosters?

☒ Yes☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? No information is released. The personnel may select to have their information released on a case-by-case basis.

(2) Who regularly receives Area rosters? Managers and supervisors. The CAD system in the communication center.

i. Has the Area established proper employer/employee relations?

☒ Yes☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? The supervisors.

(2) If appropriate, are damages collected?

☒ Yes☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes☐ No

(1) How are employees returning from extended absences provided updated information from directives? They are required to read the briefing items and check their E-mail.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? The sergeants.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes☐ No

(a) How is this accomplished? The Accident Review officer notes all superior and deficient reports. He provides the information to the respective shift sergeant.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes☐ No

(1) Are these controls effective?

☒ Yes☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes☐ No

(4) Who may authorize overtime? Supervisors and managers.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes☐ No

(7) Who maintains court and subpoena logs? Clerical subpoena clerk.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes☐ No

(a) Is CTO held within proper limits?

☒ Yes☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes☐ No

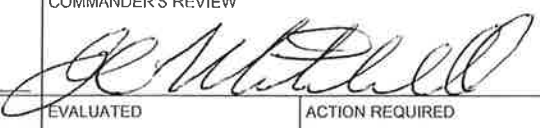
(d) Is the MAR signed by the commander?

☒ Yes☐ No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

AREA Alturas	DIVISION Northern	NUMBER 170-02-08
EVALUATED BY R. Koetting, ID 11671		DATE 06/15/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 07/10/2008
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 7-3-2008

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED X	ACTION REQUIRED	CORRECTED
a. Does SOP contain only local procedures essential to Area?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Conflicts between Division SOP and Area SOP?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
c. SOP available for review?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is it current?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are orders necessary?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Does SOP provide reference to, yet avoid duplication of departmental policy?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Conflict between SOP and departmental policy?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(5) Orders clear and concise?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(6) Is table of contents current/effective?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(7) Logical division of material?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(8) What system is used to assure each Area employee has read SOP? Newly reporting employees are required to review the SOP. Revisions to the SOP are briefed. Personnel folders contain signed admonition indicating the SOP has been read.		
(9) Effective numbering and index system?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(10) Position descriptions utilized in place of individual names?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(11) How are SOPs distributed? One copy in the sergeant's office, one copy in the briefing room, and the SOP is available for review on the computers.		
(a) Are they readily available?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(12) Who is responsible for review/revision? Sergeant Koetting (60-S3).		
(13) How often is SOP reviewed/updated? Annually, or as needed.		
(a) Is a suspense system in place?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES

EVALUATED

X

ACTION REQUIRED

CORRECTED

- a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing items, e-mails, posting on bulletin boards.

3. LIMITED DUTY ASSIGNMENTS

EVALUATED

X

ACTION REQUIRED

CORRECTED

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No
- b. What types of duties are assigned to those on limited duty? Answering telephones, revising manuals, equipment and supply inventories, special studies, assisting clerical and special duty with review and filing.
- c. How many employees are currently on limited duty status? None.

4. OTHER PROCEDURES

EVALUATED

X

ACTION REQUIRED

CORRECTED

- a. What methods does Area use to report highway defects? Highway defects are immediately reported to either Caltrans or the appropriate county road department through CHP dispatch, with follow-up telephone calls and written documentation.
- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No
- (1) What procedure is followed for receiving citizen's complaints? All employees are trained to provide complainants with a CHP 240 B or D form and put them in contact with a supervisor. If contact with a supervisor is not wanted, a CHP 240 is still provided.
- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No
- (3) Are complaints classified properly? ☒ Yes ☐ No
- (4) What are the most common errors in complaint investigations? The most common errors are minor grammatical errors that are normally discovered and corrected prior to the final report being submitted to Division.
- c. What procedure is in place to handle traffic complaints? A traffic complaint form is completed when a traffic complaint is received. The completed form is given to the appropriate beat officer to investigate. The officer notes what action was taken to address the complaint. A sergeant reviews the completed form, and if the action is satisfactory, the complaint form is filed by the Special Duty Officer. Sergeant or special duty officer should follow-up with the complainant to ensure concerns have been addressed.
- d. How are employee absences reported/verified? Employees telephone a supervisor when they become aware that they will be absent. If the sick leave usage is three days or more, a doctor's note is required to verify the use of sick leave. Patterns demonstrating excessive use of sick leave.
- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No
- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No
- f. How are cameras assigned? A camera is assigned to each enforcement vehicle. A camera is assigned to the sergeants, and another camera is assigned to the Special Duty Officer for use in his Public Affairs functions.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? 35mm film cameras are assigned to the enforcement vehicles. Digital cameras are assigned to the sergeants and the Special Duty Officer.

(2) Are photos in file of good quality? ☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? The Special Duty Officer handles tow inspections. The Area does not have any private ambulance companies.

(1) Are inspections up-to-date? ☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations? ☒ Yes ☐ No

(3) Are random inspections conducted? ☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7? ☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? In the event of a removal, dispatch and the officers would be advised by e-mail and the removal would be briefed.

h. Is there security for Area personnel rosters? ☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Telephone numbers and addresses are not released to the public. Rosters are kept in secure areas not accessible to the public and are locked after business hours. Each roster is marked as being confidential. Obsolete rosters are required to be shredded.

(2) Who regularly receives Area rosters? Supervisors and the Dispatch Center to use for call-outs.

i. Has the Area established proper employer/employee relations? ☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives? ☒ Yes ☐ No

(2) Is there a bulletin board for employee association items? ☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced? ☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Special Duty Officer with supervisor approval.

(2) If appropriate, are damages collected? ☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs? ☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability? ☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives? ☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Employees returning to work from any absence are required to review and initial any missed briefing items. The employees are also required to check e-mail for any updates or information sent electronically.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? Sergeants review all arrest reports and review many collision reports after they are reviewed by the Special Duty Officer.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? A CHP 553 form is attached to every collision report and is forwarded by the Special Duty Officer to the appropriate sergeant as needed.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? The Commander and supervisors.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The clerical staff maintains the court and subpoena logs.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

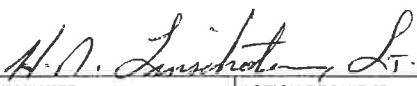
(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

AREA Red Bluff	DIVISION Northern	NUMBER 130
EVALUATED BY Sergeant Todd Garr		DATE 06/16/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 7/1/2008

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED X	ACTION REQUIRED	CORRECTED
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a. Does SOP contain only local procedures essential to Area?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Conflicts between Division SOP and Area SOP?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
c. SOP available for review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is it current?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are orders necessary?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does SOP provide reference to, yet avoid duplication of departmental policy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Conflict between SOP and departmental policy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(5) Orders clear and concise?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Is table of contents current/effective?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Logical division of material?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) What system is used to assure each Area employee has read SOP? Newly assigned employees review the SOP and acknowledge their understanding during the Area orientation and annually thereafter during the CHP 118 process.		
(9) Effective numbering and index system?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Position descriptions utilized in place of individual names?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(11) How are SOPs distributed? Hard copies of the SOP are located in the Commander's office, sergeants' office and the briefing room. An electronic copy of the SOP is maintained on the Area file server.		
(a) Are they readily available?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(12) Who is responsible for review/revision? Sergeant Linda Chadd is the Area SOP Coordinator.		
(13) How often is SOP reviewed/updated? Annually and/or when necessary due to policy revision.		
(a) Is a suspense system in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

	EVALUATED	ACTION REQUIRED	CORRECTED
2. LOCAL DIRECTIVES	X		
a. Other methods utilized by commander to provide written instructions to Area personnel? The primary means of communicating other directives is through the use of briefing items. Departmental e-mail is utilized as a secondary method.			
3. LIMITED DUTY ASSIGNMENTS	X		
a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
b. What types of duties are assigned to those on limited duty? Scheduling, audits, report review, and other miscellaneous non-enforcement related duties.			
c. How many employees are currently on limited duty status? One uniformed supervisor.			
4. OTHER PROCEDURES	X		
a. What methods does Area use to report highway defects? Area supervisors have a well established liaison with CalTrans and County Roads maintenance supervisors. Defects or signing problems are reported directly to these supervisors.			
b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(1) What procedure is followed for receiving citizen's complaints? Citizens' complaints are directed to the on-duty supervisor or Area Commander for acceptance, investigation, and documentation.			
(2) Is there a system to identify complaint-generating behavior? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(3) Are complaints classified properly? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(4) What are the most common errors in complaint investigations? A review of the Area complaint investigations indicates they are substantially error free. This is due in part to a rigorous review process and the Area Commander's direction to closely follow the examples and policy contained in HPM 10.4, Citizens' Complaint Investigations manual.			
c. What procedure is in place to handle traffic complaints? Area utilizes an electronic traffic complaint log maintained by the clerical staff. The complaint is forwarded to a supervisor for assignment to a shift, investigation, follow-up and feedback to the complainant.			
d. How are employee absences reported/verified? Absences are reported directly to a supervisor when available. If a supervisor is not available the employee reports the absence to dispatch. An annotation is made on the master schedule in the briefing room and sergeants' log. Verification is accomplished consistent with departmental policy and reported via the Std 634, Absence and Additional Time Worked Report.			
e. Is there a central listing of employees with approved secondary employment requests? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
f. How are cameras assigned? Cameras are available to supervisors and beat officers. Accountability is maintained through the use of an equipment log on the daily beat schedule.			

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital, 35MM and Polaroid.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? Special Duty Officer Pat Hurton.

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Through briefing items and departmental e-mail.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Area SOP complies with HPM 40.4, Information Security, and HPM 11.1, Administrative Procedures Manual. Personnel have been briefed as to the confidentiality of this material. Outdated rosters and work product are destroyed by cross shredding.

(2) Who regularly receives Area rosters? Redding Communications Center and Area personnel.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Area supervisors.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Briefing items, departmental e-mail, and sergeants' ride-along.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? Collisions are reviewed by Special Duty with the exception of fatalities which are also reviewed by sergeants and the Area Commander. Arrest reports are reviewed by sergeants.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? Report corrections are returned to supervisors for review and filing in the CHP 100 form file to assist in annual performance appraisal evaluations.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? Area sergeants and the Area Commander.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? Clerical staff.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

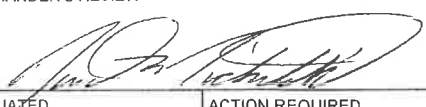
(d) Is the MAR signed by the commander? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA Trinity River Area	DIVISION Northern	NUMBER ✓
EVALUATED BY Sgt. S. Howard #14072		DATE 06/16/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 07/10/2008
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 6/18/08

1. AREA STANDARD OPERATING PROCEDURES (SOP)

	EVALUATED Yes.	ACTION REQUIRED No.	CORRECTED
a. Does SOP contain only local procedures essential to Area?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
b. Conflicts between Division SOP and Area SOP?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
c. SOP available for review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Is it current?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Are orders necessary?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Does SOP provide reference to, yet avoid duplication of departmental policy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Conflict between SOP and departmental policy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
(5) Orders clear and concise?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(6) Is table of contents current/effective?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(7) Logical division of material?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(8) What system is used to assure each Area employee has read SOP? Each employee is required to read the SOP when first reporting to Area. Revisions to the SOP are placed in the Area briefing book for review.			
(9) Effective numbering and index system?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(10) Position descriptions utilized in place of individual names?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(11) How are SOPs distributed? One is placed in the sergeant's office, one is placed in the briefing room, and one is in the clerical office. The master is kept on the computer and the OSS1 is the only employee with writing rights.			
(a) Are they readily available?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(12) Who is responsible for review/revision? The Area sergeants are responsible for review and revision.			
(13) How often is SOP reviewed/updated? The SOP is reviewed quarterly and updated as necessary when changes occur.			
(a) Is a suspense system in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED Yes.	ACTION REQUIRED No.	CORRECTED
a. Other methods utilized by commander to provide written instructions to Area personnel? The briefing book, e-mail, and direct presentation during briefings and training days.			

3. LIMITED DUTY ASSIGNMENTS	EVALUATED Yes.	ACTION REQUIRED No.	CORRECTED
a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
b. What types of duties are assigned to those on limited duty? Duties consist of performing administrative related assignments.			
c. How many employees are currently on limited duty status? One sergeant is currently on limited duty.			

4. OTHER PROCEDURES	EVALUATED Yes.	ACTION REQUIRED No.	CORRECTED
a. What methods does Area use to report highway defects? Due to the small, rural nature of Area, personnel work closely with Cal-Trans and county roads personnel. Roadway defects are immediately reported to the appropriate agency.			
b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(1) What procedure is followed for receiving citizen's complaints? Complaints are taken in accordance with the provisions as outlined in HPM 10.4, chapters 1 and 3.			
(2) Is there a system to identify complaint-generating behavior? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(3) Are complaints classified properly? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(4) What are the most common errors in complaint investigations? Due to its size, Area does not generate a large number of complaints. During the past 5 years, Area had an average of one citizen complaint per year. Therefore, there is not enough data to generate an error picture.			
c. What procedure is in place to handle traffic complaints? Area has a locally generated form used to document traffic complaints. These complaints are then given to the appropriate shift sergeant for assignment to road personnel. The form has a space to document what action was taken to resolve the issue. The complainant is re-contacted and advised of what actions were taken.			
d. How are employee absences reported/verified? Employee absences are documented in the sergeants log and on the schedule. In addition, an e-mail is sent to the clerical staff, sergeants, and commander, advising of the absence. The Redding Communication Center is also notified.			
e. Is there a central listing of employees with approved secondary employment requests? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
f. How are cameras assigned? Cameras are assigned to vehicles. One officer is assigned the collateral duty of tracking and assigning the cameras.			

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital cameras as well as older 'point and shoot' type cameras. One Polaroid camera is still used for evidence purposes.

(2) Are photos in file of good quality? ☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? The Area special duty officer is assigned this task.

(1) Are inspections up-to-date? ☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations? ☒ Yes ☐ No

(3) Are random inspections conducted? ☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7? ☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? The special duty officer would place a briefing item in the briefing book, as well as send out an e-mail. The Redding Communication Center would be advised by phone.

h. Is there security for Area personnel rosters? ☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Personal phone numbers and addresses are not released.

(2) Who regularly receives Area rosters? The commander, sergeants, clerical staff, and uniformed personnel.

i. Has the Area established proper employer/employee relations? ☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives? ☒ Yes ☐ No

(2) Is there a bulletin board for employee association items? ☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced? ☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? The Area training sergeant normally makes arrangements to replace unserviceable items. New items are ordered by the OAH.

(2) If appropriate, are damages collected? ☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs? ☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability? *N/A.* ☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives? *N/A.* ☐ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Employees are directed to review the briefing book for any updates during their absence.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? The three field sergeants review arrest reports. The special duty officer reviews accident reports.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? This is accomplished by use of the CHP form 553. In addition, due to the small size of the office, the special duty officer has daily contact with the sergeants, enabling him to pass on information in a timely manner.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? Sergeants and the commander.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The Area OAI.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

Note- Section 4, sub-section I, dealing with squad clubs, does not apply to Trinity River Area. Area does not maintain a squad club.